

**Department of Technology Services
Infrastructure, Operations, and Services
Transition Team Charter**

August 15, 2005 (Revised September 27, 2005)

Charter Name: Infrastructure, Operations, and Utility Services

Sponsor: CIO Stephen Fletcher

Purpose: The Infrastructure, Operations, and Utility Services Transition team is chartered to develop a comprehensive list of IT services for HB 109 affected agencies. In addition, the team will develop a common measurement methodology (IT Metrics framework) for these IT services. The team will develop this set of measurable metrics and service level targets, so DTS can track and report on DTS offered services and discover gaps in service levels. A set of key performance indicators will be established to monitor the general health of the infrastructure. IT Service support baselines will be identified, so Department of Technology Services can formulate service level agreements and service level measurements in all agencies and departments to maintain current service levels. A common tactical or IT Service Management strategy of policies, and procedures will be developed to meet common business needs and unique information systems and applications identified throughout all departments and divisions. The strategic, operational, and tactical designs must promote and accomplish DTS strategic plans and maintain vital business functions for each DTS supported agency. In addition, initiatives will be reviewed and recommended to reduce redundancy, promote efficiencies, and capitalize on effective use of resources.

Membership:

- Jim Matsumura, Transition Team Lead
- Richard Madsen, Committee Team Lead
- Marsha Dotson, Committee Team Lead
- Tim Cornia, Committee Team Lead
- Ken March, Committee Team Lead
- Linda Schiele, Committee Team Lead
- Kelly Sharp, Meeting Facilitator and Coordinator
- Bill Theel, Team Member
- Doug Chandler, Team Member
- John Lesko, Team Member
- Ryan Walker, Team Member
- Greg Casey, Team Member
- Tim Slokum, Team Member
- Mike Hussey, Team Member
- Krey Thompson, Team Member
- Jordy Davis, Team Member
- Dallas Difancesco, Team Member
- Roger Bishop, Team Member
- Lisa Sato, Team Member
- Scott Peterson, Team Member
- Rick Gee, Team Member
- Gene Puckett, Team Member
- Dawn Waymant, Team Member
- Fred Schmidt, Team Member
- Torrens Arnold, Team Member
- Dave Williams, Team Member
- Norm Johnson, Team Member
- Nick Alleman, Team Member

- Ryan Nichols, Team Member
- Lisa May, Team Member
- Tony Hancock, Team Member
- Dave Ercanbrack, Team Member
- Jim Calaway, Team Member
- Forrest Nielsen, Team Member
- Dean Zummbrenum, Team Member
- Billy Greer, Team Member
- Joe Tripp, Team Member
- Corona Ngatuvai, Team Member
- Eva Cornish, Team Member
- Cindy Hardman, Team Member
- Jim Howard, Team Member
- Andrea Chavez, Team Member
- Greg Jackson, Team Member
- Laron Taggart, Team Member
- Adam Sorensen, Team Member

Formal Sub-Committee: Current Committees, Client Computing, Customer Care, Data Centers, Networks, and Telephony

Background: The committee was established in August of 2005 to develop guidelines for Service Support and Service Delivery.

Authority – Scope of Decision Making: This committee has the authority to identify and recommend service standards, organization, strategies, and make policy recommendations in the following areas:

- ❖ Service Offerings and definitions
- ❖ Create Service Metrics and Measurements for an IT Metrics Framework regarding IT Components and Processes.
- ❖ Survey and collect current Assessments, Measurement, and Metrics used in each agency.
- ❖ Strategic Policy and Procedures (Enterprise Architecture, DTS objectives, and business objectives for effective and efficient use of State Resources)
- ❖ Operational policy and procedures (Help Desk, User groups, Service Support, and Service organization)
- ❖ Tactical Policy and Procedures (Coordinate with Service Level Management and Account Management to map IT components and IT processes to all key information systems and services so they can be measured, managed and improved)
- ❖ Recommend policy and procedures regarding Hardware and Software standards in products and services used in the enterprise.
- ❖ Recommend possible initiatives for consolidation, enterprise projects, and reducing redundant services and products.

Special Provisions:

- Core Committee leads will meet once a week on Wednesday at 2:00pm.
- Core Committee will coordinate information gathering and conduct sub committees as needed.
- Agenda and minutes of meeting will be made available
- Information will be reported to Transition team leads at weekly Transition Lead meeting.

Tenure: The committee will continue to meet until transition period is completed. The committee will change according to timelines and needs requested by DTS or the CIO.